



National Finance Center Customer Notification

Date of Notification: August 26, 2011

Subject: NFC STARWEB Production Issue Update - Resolved

Database/Customer(s) Affected: All STARWEB Users

Dear Customer:

This notification is a follow-up to a notice issued on August 25, 2011, stating that NFC was experiencing a STARWEB Production issue as a result of a configuration management issue. This issue caused STAR users to experience various error messages when trying to access their T&As.

The issue has been resolved and the application is now available. There is no action required on the part of the customers.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at Customer.Support@nfc.usda.gov.

JKC/M5-11-109

“Tip of the Week”

The first business day after payroll processing weekend is the actual payment (settlement) date for direct deposit transactions, even though some financial institutions place funds in an employee's account early and post them as "pending" or "memo posting" transactions. By regulation, financial institutions are not obligated to post funds earlier than the actual payment date.